PIERCE COUNTY
WORKFORCE
DEVELOPMENT COUNCIL

WDC Pierce County Leadership Committee

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Dereck Spivey

Ron Thalheimer

Blaine Wolfe

Agenda
April 18, 2018
1:00 pm - 3:00 pm

WorkForce Central
3640 South Cedar, Suite E, Tacoma, WA

I.   Common Technology (Discussion)
   • Continue discussion on data sets

II. MOU Priorities
   • Single Point of Contact for Business Services (Discussion and Action)

III. Operational Issues Occurring within the System (Discussion)

WorkForce Central Staff
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WorkForce Central
3640 S. Cedar St., Suite E
Tacoma, WA 98409
www.workforce-central.org

Meeting Dates/Times		Location
September 22, 2017	8:00 – 10:00 am	WorkForce Central
November 2, 2017	1:00 – 3:00 pm	WorkForce Central
December 21, 2017	1:00 – 3:00 pm	WorkForce Central
January 23, 2018	1:30 – 3:30 pm	Goodwill
February 14, 2018	1:00 – 3:00 pm	WorkForce Central
March 21, 2018	1:00 – 3:00 pm	WorkForce Central
April 18, 2018	1:00 – 3:00 pm	WorkForce Central
May 16, 2018	1:00 – 3:00 pm	WorkForce Central
June 13, 2018	1:00 – 3:00 pm	WorkForce Central
July 11, 2018	1:00 – 3:00 pm	WorkForce Central
August 15, 2018	1:00 – 3:00 pm	WorkForce Central
September 28, 2018	1:00 – 3:00 pm	WorkForce Central
October 17, 2018	1:00 – 3:00 pm	WorkForce Central
November 14, 2018	1:00 – 3:00 pm	WorkForce Central
December 12, 2018	1:00 – 3:00 pm	WorkForce Central

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WDC Pierce County Leadership Team

Meeting Notes
March 21, 2018
1:00 pm - 3:00 pm

WorkForce Central
3640 S Cedar, Suite E, Tacoma, WA

Present: Lori Strumpf, Jason Scales, Susan Cable, Hilliary Bryan, Jeff Wheeler, Linda Nguyen, Dan Fey, Mabel Edmonds

Absent: Rich Nannini, Mandy Kipfer, Tim McGann

WorkForce Central Staff: Deborah Howell, Debbie Lean

I. Common Technology
- Lori provided an overview of the three functions IDashboards will serve in this area:
  o Tool to ensure the WDC's oversight and governance responsibility.
  o Tool for this committee to be able to carry out its operational oversight responsibilities in terms of what data sets should be tracking as a system.
  o Powerful technology platform for partners to create dashboards for own organization.
- Jan gave an overview of the IDashboard to date.
- Lori shared the list of data elements the WDC is looking at in terms of what they are creating dashboards around. The team was asked to decide on definitions of each data element.

Revisions:
Job Seeker:
  Add: As part of the demographics add education level of enrollees
Business:
  Add: # of open positions (Use Chumura data to populate)
  Remove: 'When they finished'

Common definition discussion:
- #Served In System
  o Walk ins (physically or phone):
    Definition: Anyone without a scheduled appointment who receives a service including information only.

Action: Committee agrees they want to include phone calls. Committee members will go back to respective agency to determine whether it is too much of a burden to track – report out next meeting.

- Enrolled: This discussion demonstrates the difficulty with creating 'common definitions' as the point at which each organization considers an individual 'enrolled' and/or how the language is used varies widely.
  o Some partners consider an individual 'enrolled' at the application phase. Others consider enrollment when an individual is determined eligible based on the organization's criteria. At affiliate sites there really is no enrollment, as individuals may just come and use the services and if they become eligible/apply, they will be counted in another organizations 'enrolled' pool.
  o Definition for possible consideration could be: 'Enrolled' includes all those that have applied and/or have become eligible based on each organization's criteria. Further drilldown might include further definitions (to be determined).

- Wage Entry/Exit:
  - Want to collect information on wages and hours
  - Need to work on getting more validated information – Discussion with ESD
  - Does the WDC care if it is part time/full time

- Where do they live – zip code:
  - Zip codes are obtained at various points in the process except for walk in for information only.

- Demographics, etc. - Begin on this data element at next meeting

II. MOU Priorities

Single Point of Contact for Business Services (Discussion and Action):
(Tabled)

Customer Satisfaction data collection (Discussion and Action):
- Comment cards are final with requested changes.
- These cards are the approved comment cards for the system and pursuant to the MOU, all partners are required to use them.
- Deployment:
  - Weekly/quarterly reports to one contact person in each organization to distribute to those needed. Contact person should be at a management level – name report (for manager) and no name report (for distribution to staff). Quarterly reports will also be provided to the WDC.
  - Job Seeker Comment Card: Icon on all customer computer and partners should locate signs where necessary that asks customers to please fill out online comment card.
  - Employer Comment Card: 1) For employees that work with businesses put a link in their signature block; 2) define two or three employer journey points where if you are serving an employer you send the comment card with a common message; and 3) when you have an event – load it on laptop and ask that employer fill out card.
  - Lori will work with her IT person in drafting an email with directions to go out to all partners.

Action: Lori will send out an email to all partners with the icon and further instructions.

III. Operational Issues Occurring with the System (Discussion)
- Clover Park will have a cubicle in the new center and Cristeen Crouchet is now part of the new center leadership team.
- DVR did an ADA accessibility study of the new center location. ESD has been very responsive to work that is being requested and will work with the building property owner on resolution.

IV. Overview of WFC changed roles and responsibilities

- WorkForce Central's is no longer doing direct services – contracted with subrecipients for this work. They now have a strategic role – research, labor market, analytics, advocacy for system, benchmarking, best practices, and governance role for system.

Action:
- *Debbie will send WFC organizational chart to the committee*
- *Deborah will convene a session with subrecipients and all MOU partners on role structure*